



**CCT Paratransit Services Passenger's Guide  
Serving the Disabled of Cobb County**

**Reservations (770) 427-2222  
Customer Service (770) 427-4444  
Paratransit Manager (770) 428-1218  
TDD (770) 419-9183**

**This document is available in alternate formats—audiotape, computer disk, large print, Braille or email. To obtain the alternate format, please call (770) 528-2655 or TDD (770) 528-1103 or email at [adacoordinator@cobbcounty.org](mailto:adacoordinator@cobbcounty.org)**

**CCT PARATRANSIT SERVICES  
463 Commerce Park Drive  
Suite 114  
Marietta, GA 30060-2737**

**Cobb County, GA**

**Effective August 21, 2006**

*Last Updated October 2007*

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## ***Who's Eligible?***

Cobb Community Transit (CCT) is a public, mass transportation program. Paratransit, as a part of CCT, is neither a personal taxi nor a social service agency. The DOT ADA regulations at 49 CFR section 37.121(a) state:

...each public entity operating a fixed route system shall provide paratransit or other special services to individuals with disabilities that is comparable to the level of service provided to individuals without disabilities who use the fixed route system.

The ADA is a civil rights statute. It clearly emphasizes nondiscriminatory access to fixed route service, with **ADA Complementary Paratransit acting as a "safety net"** for people who do not have the functional ability to use the fixed route system. Under the ADA, Complementary Paratransit service is **not** intended to be a comprehensive system of transportation for individuals with disabilities, and **simply having a disability or multiple disabilities does not, in and of itself, entitle a person to ride**. Rather, the DOT ADA regulations provide for three categories of ADA Complementary Paratransit eligibility.

Category 1 is for persons with disabilities who cannot use fixed route without the assistance of another person.

Category 2 is for persons with disabilities who could use the fixed route if the vehicles were accessible.

Category 3 is described at DOT ADA regulation 37.123(e)(3):

Any individual with a disability who has a specific impairment-related condition, which prevents such individual from traveling to a boarding location or from a disembarking location on such system.

The determining factor in deciding whether the passenger qualifies for *ADA Complementary Paratransit* is whether the passenger can functionally ride or access the bus. It is not a medical determination; it is a functional ability analysis. Eligibility is good for 3 years, unless temporary eligibility is given. Temporary eligibility is based on a temporary functional need. The eligibility date will be noted in the eligibility letter.

## ***What Areas Are Served?***

CCT Paratransit is a curb-to curb service centered along the local, fixed (big) bus routes in Cobb County only, extending three quarters of a mile on either side of each of the routes. Eligible passengers are not required to live inside the service area; however, they must board and exit the paratransit vehicle inside of the service area at a safe transfer location.

## ***When Does This Service Operate?***

Paratransit services are provided in Cobb County, Monday through Saturday, the same as the local, fixed (big) bus route service hours. Sunday service is not available. A map, showing the routes and hours, is available by calling (770) 427-4444 or TDD (770) 419-9183. Service will not be available in observance of the following holidays: New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.

## ***How Do I Apply For Service?***

To request an application, please call (770) 427-2222, or TDD (770) 419-9183, 8:00 AM to 5:00 PM. Sunday through Friday. An application will be mailed to the passenger. To request an application in alternative format, contact the ADA Coordinator at: [adacoordinator@cobbcounty.org](mailto:adacoordinator@cobbcounty.org), (770) 528-2655 or TDD (770) 528-1103.

Complete Part A and return to CCT. All questions must be answered completely and signed by applicant or designated signer, otherwise, the application will be returned to the passenger. The information about the **licensed/certified Healthcare Professional** familiar with the passenger's history must be completed on the application. Part B will be faxed by CCT to the licensed/certified Healthcare Professional listed on the application. After the licensed/certified Healthcare Professional returns Part B with all the information that is required, the application will be considered complete. Once the completed application is received and in the possession of CCT, eligibility will be determined within 21 days. If this process is not completed within 21 days, according to the ADA requirements, the passenger is presumed eligible and may use paratransit service until a decision is made. The passenger will be notified of the final decision in writing.

If a passenger needs help filling out the application, contact CCT and special arrangements can be made to assist in completing the application.

## **Return the application in the enclosed, postage paid, self-addressed envelope to:**

CCT Paratransit Service  
463 Commerce Park Drive  
Suite 114  
Marietta, GA 30060-2737

## **How Long is My Certification Valid?**

All passengers are required to be recertified every three years. An application will be mailed three months prior to expiration, along with an enclosed letter informing you that your application is up for renewal. Failure to return the application in a timely manner may result in a loss of service.

If the application for recertification is denied, the passenger may continue to use the service for 60 calendar days from the date of the notification letter. If the passenger does not file an appeal within those 60 calendar days, the passenger's service will be discontinued on the 61st calendar day. If the

passenger does file an appeal within the 60 calendar days, service will be continued until the Paratransit Appeals Board determines the passenger's eligibility. The passenger will receive written notification of the Appeals Board decision within thirty days. If the passenger's application is denied, service will be discontinued ten business days from the date of the notification letter.

### How Will I Know If I Can Use CCT Paratransit Service?

The passenger will be notified by mail of their eligibility status. If the passenger is approved as eligible, they must go to the CCT office at 463 Commerce Park Drive, Suite 114, Marietta, Georgia, to process their identification card. CCT's ADA eligibility card is accepted at other transit agencies within the United States.

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If a passenger is denied eligibility, the passenger may appeal the decision by writing to:

Transit Monitor  
463 Commerce Park Drive  
Suite 112  
Marietta, GA 30060-2737

Or e-mail at [trevor.carson@cobbcounty.org](mailto:trevor.carson@cobbcounty.org). Appeals must be submitted in writing within 60 calendar days from the date of the notification letter of the passenger's eligibility status.

If the passenger is submitting an application for recertification and the application is denied, the passenger may continue to use the service for 60 calendar days from the date of the notification letter. If the passenger does not file an appeal within those 60 calendar days, the passenger's service will be discontinued on the 61st calendar day. If the passenger does file an appeal within the 60 calendar days, service will be continued until the Paratransit Appeals Board determines the passenger's eligibility.

### Lost Card

If the passenger misplaces the CCT Paratransit photo identification (ID) card, a replacement can be obtained for a fee of \$5.00 at the CCT offices located at 463 Commerce Park Drive, Suite 114, Marietta, Georgia. Contact Customer Service at (770) 427-4444 for questions about a Paratransit ID card. Trips cannot be taken without showing a valid ID card.

### Temporary Disabilities

Persons with temporary disabilities may obtain a CCT Paratransit ID card valid for the expected time of the disability by using the same application eligibility process. If the disability continues longer than identified on the application, or becomes permanent, CCT will require a new application to be submitted.

## ***How Do I Make A Reservation?***

Reservations may be made by calling (770) 427-2222 or TDD (770) 419-9183, Sunday through Friday between 8:00 AM and 5:00 PM. Same day reservations are not available. Reservations are accepted up to seven days in advance. The reservation line is not open on Saturday. There are no daily limits on the number of reservations the passenger can request, however, please refer to the penalty associated with numerous cancellations on page 6. Please remember, a reservationist is the only person who may make the passenger trip reservation; **operators are not allowed to make reservations for a passenger.**

Every effort will be made to accommodate the passenger's requested pick-up time, however, demand at certain times of the day may require that the passenger adjust their desired time by up to one hour before or one hour after the desired pick-up or drop-off time. Reservation space is assigned on a first come, first serve basis.

Whenever the passenger makes a reservation for a trip, the passenger must be prepared to give the reservationist the following information:

- First and last name.
- Exact address of pick-up location including an apartment number if appropriate.
- Exact address of the passenger's destination. Without an exact address a trip cannot be scheduled.
- The designated ADA accessible entrance location to the facility.
- Requested appointment time and return time.
- Whether or not a companion, Personal Care Assistant, or child is traveling with the passenger. Whether any of them will be using a mobility device.

A reservationist is required to ask for complete information and will repeat the information back to the passenger to make sure everything is correct. An operator or passenger cannot change the location of the pick-up or drop-off on the day of the trip.

If a passenger chooses to schedule trips too close together and the return trip vehicle arrives before the passenger is at the location, a no-show will be given to the passenger for the return trip and the vehicle will not return to pick them up after it leaves the pick-up location. If the passenger is not ready for their return trip after the vehicle arrives and does not board the vehicle, a no-show will be issued to the passenger.

## **Reservation Confirmation**

Passenger may call and confirm reservations at any time. A confirmation call will be made between 6:00PM and 8:00PM for a reservation the following day excluding subscription service. If the passenger has not received a confirmation call from CCT by 8:00PM, please call (770) 424-3265. Reservation changes will only be accepted Sunday through Friday from 8:00 PM to 5:00 PM up to the day before the passenger's scheduled trip.

## ***How Do I Cancel A Reservation?***

To cancel a reservation **prior** to the day of the trip, please contact reservations at (770) 427-2222 or TDD at (770) 419-9183, Sunday through Friday, 8:00AM until 5:00PM. Please note: **Do not call reservations for same day reservation cancellations.** Any **same day** cancellations must be made by calling Paratransit dispatch at (770) 424-3265 or TDD at (770) 419-9183 Monday through Friday, 4:00AM until 12:50AM and on Saturday from 5:00AM until 11:47PM. Be sure to give the passenger's name, address, date of travel, scheduled pick-up time and return trip information. A cancellation number will be given. **Any cancellation less than one hour before the scheduled pick up time will be considered a no-show and a violation notification will be mailed to the passenger.**

A passenger that shows a pattern or practice of canceling 5 same day trips within 30 calendar days of the first infraction, no matter if they were cancelled prior to one hour of the trip, will be penalized with one no-show violation; this includes canceling multiple trips on the same day. On the 5<sup>th</sup> cancellation, a no-show will be recorded. Depending on the number of no-shows already on the passenger's record, a notification letter, warning letter, or suspension letter will be sent to the passenger. As with all no-shows, the passenger may appeal to the Paratransit Appeals Board and provide documentation of any extenuating circumstances for consideration.

### **Same Day Hold**

A same-day hold occurs when a passenger calls and indicates she/he is not ready to be picked up and requests that the trip be placed on hold. The passenger then calls back to notify dispatch of the time she/he would like the bus to arrive. This is a same day reservation, and same day reservations are not permitted.

However, because some delays are beyond the control of the passenger, calling for a same-day hold is permitted only under the following circumstances:

1. Return trips from medical facilities, or governmental offices: or
2. Return trips if CCT arrived at the passenger's destination point after their appointed arrival time.

Passengers must call prior to one hour before their scheduled pick up time to place the trip on hold. Calling for a same-day hold less than one hour prior to pick up will be considered a no-show. Please note that a bus will be sent back when a bus is available. A same-day hold pick up cannot interfere with another passenger's trips; therefore a passenger may have to wait for an extended period of time to be picked up.

### **Subscription Trips**

A subscription trip must be a minimum of three days per week with the same destination and time. If a passenger chooses to change the subscription time, it will be handled as a new subscription request. Subscription trips will be assigned as a space becomes available. If a subscription trip is not available, the passenger may place their name on the subscription waiting list. Once a subscription trip is assigned, it will not be necessary to call back and reserve that trip individually.

The passenger may change the destination or pick-up address on a standing reservation for a minimum of two weeks per year. All changes to standing reservations must be made at least one day in advance. Same day address changes cannot be accommodated. If the passenger chooses to change the subscription trip permanently, it will be handled as a new subscription request and placed on the waiting list if the time slot is not available.

A subscription trip passenger that is suspended due to no-show violations will lose their current subscription trip status and may reapply after the suspension is completed.

Under the Americans with Disabilities Act, total subscription trips may not exceed 50% of space availability at any time during the day. Certain time periods may not have standing reservation time slots available.

### ***How Do I Ride The CCT Paratransit Vehicle?***

#### **Pick-up Times**

A pick-up time will be based upon appointment times. A pick-up window of 30 minutes allows CCT to arrive at the passenger's location up to one-half hour after the scheduled pick-up time. This "30 minute policy" was adopted to accommodate as many passengers as possible during a particular time period. If the vehicle has not arrived by the end of the 30-minute period, please contact CCT at (770) 424-3265 or TDD (770) 419-9183.

#### **Gated Communities**

Those passengers that reside or travel to or from a gated community should remain in their apartment until the vehicle has arrived at the gate. The passenger will be notified that the vehicle has arrived at the gate. If the buzzer at the gate does not work, the operator will call dispatch and dispatch will notify the passenger to open the gate.

#### **Boarding The Vehicle**

Passengers must have their CCT Paratransit identification card, fare ticket(s) or money (exact change is required) ready to present to the operator when boarding the CCT vehicle. **Failure to provide a ticket, pass or exact fare currency at the time of boarding will result in the disruption of a passenger's service and a no-show will be added to the passengers record.**

#### **Operator Assistance**

CCT paratransit service is a curb-to-curb service. Operators will provide assistance on and off the vehicle only. Policy does not allow the operators to assist passengers beyond the curb. Operators are not permitted to take passengers up or down steps, ramps or walks. The operator shall provide assistance with the use of lifts, ramps, and securement devices. The driver shall assist in pushing a manual wheelchair up the ramp or onto the lift of the bus. Operators do not assist with packages (see page 14).

#### **Operator Wait Time**

It is important to be at the designated pick-up location at the scheduled pick-up time indicated by the reservationist when passengers made their reservation. The vehicle **will wait up until five minutes**



past the scheduled pick-up time for a passenger to arrive at the curb or designated pick-up point. If the vehicle arrives after the scheduled pick-up time, the operator is instructed to wait five minutes before contacting dispatch for instructions. **The vehicle is not scheduled to wait while the passenger conducts business at their destination.** The passenger will need to make a reservation for their return trip for a designated pick-up time. Pick-up time and operator wait time requirements will also apply to the return trip.

### **Closed Business**

If a business is closed upon the arrival of the vehicle, the passenger can choose to stay on the vehicle and be dropped off at the return address at the convenience of CCT (return trip fare must be paid), or the passenger can get off the bus and wait for the return trip vehicle to pick them up.

### **Early or Late Pick-up Requests**

CCT is not obligated to comply with a change for an early or late pick-up on the day of the scheduled trip. CCT will try and accommodate an early or late pick-up request on the day of the scheduled trip; however, other scheduled trips cannot be disrupted. Operators are not allowed to start earlier than the first scheduled pick-up on their manifest nor are operators allowed to stay later than the last scheduled drop-off on their manifest for an early or late pick-up request.

### **Pick-up Locations Procedures**

To provide safe, on-time service for all passengers, CCT Paratransit has developed the following pick-up procedures:

- **Apartments**  
Passengers who live in a large, multiple unit apartment complex must meet the vehicle at the curb closest to their address. Passengers in apartment complexes that are inaccessible to CCT vehicles must meet the vehicle at the main entrance to the complex. If the facility has a guarded gate or limited access, the passenger should inform the security staff the scheduled pick-up and return times. If a passenger is visiting someone inside a guarded gate or limited access, it is the passenger's responsibility to advise the person they will be visiting ahead of time for access. Operators remain with the vehicle and do not go inside apartments.
- **Office Complexes**  
Passengers traveling from a large office complex, medical facility or other similar area must meet the vehicle at the curb closest to the main reception desk or main lobby entrance. Operators remain with the vehicle and do not go inside the facility.
- **Nursing Homes**  
Passengers traveling from a nursing home should meet the vehicle at the curb closest to the main lobby. Operators remain with the vehicle and do not go inside the facility.
- **Adult Day Care and Dialysis Centers**  
Passengers should be waiting in a designated area when the vehicle arrives to pick them up at the centers. Operators will assist passengers in boarding the vehicle. Operators remain with the vehicle and do not go inside the facility. It is highly recommended that the center contact

dispatch at (770) 424-3265 if there is a problem with the scheduled pick-up time. CCT does not handle emergency trips to the hospital.

- **Malls**

Passengers will be picked up and dropped off nearest the main door of the food court location. Operators remain with the vehicle and do not go inside the mall.

Town Center Mall provides a covered entrance to the mall, located near the Piccadilly Cafeteria, where the vehicle drives under a canopy. Passengers traveling to Town Center Mall will be picked up and dropped off at this location only.

- **Churches**

Passengers will be picked up and dropped off at the main reception desk or main lobby entrance in front of the building. Operators remain with the vehicle and do not go inside the church.

- **Other Large Areas Not Specified**

Passengers will be picked up and dropped off at the main reception desk or main lobby entrance in front of the building. Operators remain with the vehicle and do not go inside any facility.

- **Exception:**

If the main reception desk or main lobby entrance does not meet ADA accessibility standards, it is the passenger's responsibility to contact the facility administrator for determination of their designated accessible entrance and notify CCT **prior** to the trip.

### ***What If I Fail To Show Up For A Scheduled Trip?***

#### **CCT's No-Show Policy**

Scheduling a ride and then failing to use the service without proper one-hour cancellation causes serious transportation and scheduling problems for all CCT customers. A no-show will be added to a passenger's record when the following situation(s) occur:

- Not being at the pick-up point within five minutes after the scheduled pick-up time. (Do not leave the pick-up location until the 30-minute window has passed.) If the vehicle arrives after the scheduled pick-up time, operators are instructed to wait five minutes and notify dispatch for further instructions.
- Canceling a ride less than one hour before the scheduled pick-up time.
- Choosing not to ride after the vehicle arrives for pick-up.
- Not taking the trip due to not having the proper fare to ride after the vehicle arrives for pick-up. Operators do not make change.
- A pattern or practice of 5 same-day cancellations within 30 calendar days beginning with the first infraction.

If a passenger fails to show up for a scheduled trip and a no-show is recorded, any other trips for that day **will remain** on the schedule. It is the responsibility of the passenger to cancel any other trips for

the day if not needed. Under Federal law, CCT may not assume that a passenger will not take the other scheduled trips for that day.

### **No-Show Violations**

Any passenger who receives a no-show violation will be notified of such in writing. The passenger has the opportunity to appeal any no-show violation. The appeal must be in writing and received by CCT within ten business days of receipt of the Notification Letter. The appeal should be addressed to:

Transit Monitor  
COBB COMMUNITY TRANSIT  
463 Commerce Park Drive, Suite 112  
Marietta, GA 30060-2737

The passenger will be notified in writing of an appeal hearing date and time. Appeals are held the third Thursday of each month unless otherwise notified.

### **Violation Penalties**

The following violations will be issues:

- The **first** no-show violation within 30 business days will receive a Notification Letter. The Notification Letter will provide the date of the no-show violation recorded and will place the passenger on notice.
- The **second** no-show violation within 30 business days will receive a Warning Letter.
- The **third** no-show violation within 30 business days will receive a suspension of service for 30 days and will be placed on 6-months probation.

Upon successful completion of the 30-day suspension period the passenger may begin using the system again but will remain on probation for the next 6 months. Any no-show violation occurring during the probationary period will result in a 7-day suspension and an extension of the probationary period. The duration for the extension of the probationary period will be determined by adding 7 days to the time remaining in the probationary period at the time of the no-show violation. A notice of the suspension and probationary period extension will be sent to the passenger and the passenger will have the opportunity to appeal such suspension and probationary period extension within 10 days. Continual no-shows during the probationary period may cause the passenger complete loss of paratransit services after an opportunity for the passenger to show cause why such services should not be permanently denied.

Any passenger who receives a Letter, as described above, will have the opportunity to appeal the no-show violation listed in the Letter within 10 business days from the date of the letter. If an appeal is made, service will continue until the appeal is decided. If the appeal is denied, suspension will begin the following day.

During the time between your request for an appeal and the appeal hearing decision, any No Show violation incurred during that time will be recorded and added to any existing No Show violations.

Passengers will still have the opportunity to appeal any No Show violation.

All No Show violations will be heard at time of appeal hearing. If appeal is denied, all violations will be served consecutively.

### ***What If My Caretaker Is Not Available At the Drop-off Location?***

If the passenger cannot be left unattended after exiting the vehicle and the caretaker is not at the drop-off location when the vehicle arrives, the passenger's service will be suspended for 14 calendar days. If this situation happens a second time, the passenger's service will be suspended for 30 calendar days. If this situation happens a third time, the passenger's service will be suspended for 60 calendar days. If the situation happens a fourth time, the caretaker will have to show cause why the service should not be permanently removed.

### ***May Someone Ride With Me?***

If a passenger is unable to travel alone because of a functional disability and require a personal care attendant (PCA), CCT will not require a fare for the attendant. The passenger must provide their own attendant; CCT cannot provide attendants. If a passenger must use a PCA, this must be noted during the initial application process.

49 CFR Part 37 Subtitle A, Appendix D states that a PCA is someone designated or employed specifically to help the eligible individual meet his or her personal need. To prevent potential abuse of this provision, the rule provides that a friend or family member does not count as a personal care attendant unless the eligible individual regularly makes use of a personal care attendant and the companion is actually acting in that capacity.

An adult personal care attendant must accompany a CCT Paratransit passenger under the age of 12.

Please inform the reservationist when scheduling the passenger trip(s) if a personal care attendant will be traveling with the passenger and also if the PCA will be using a mobility aid.

Companions, personal care attendants, escorts, and children are not allowed on a vehicle without the eligible passenger aboard.

Traveling companions, including children, that ride with the certified paratransit passenger do not need to be certified by CCT and do not need an I.D. card. One traveling companion may ride with a passenger. Appropriate fare must be paid for a traveling companion. Additional companions may ride on a space available basis only. Each traveling companion must pay the appropriate fare. Child companions, over 42 inches, riding with eligible passengers must pay the appropriate passenger fare. When scheduling trips, passengers must inform the reservationist if they are going to be accompanied by a companion and any mobility device(s) the companion will be using.

CCT requires that all children less than four years of age, or weighing less than forty pounds, must ride in a child's safety seat. Adult passengers accompanying the child must provide the safety seat.

## ***What Is The Fare?***

Current fares **effective November 1, 2007** are \$3.00 for an adult and \$2.00 for youth for each trip. Fares may be paid with exact cash, 31-day ticket, single-ride ticket or 10-ride ticket upon boarding. Fares will be collected in the farebox at the front of the vehicle. Operators cannot make change.

Tickets and monthly passes may be purchased at East Cobb Government Center, South Cobb Government Center and the main office located at 463 Commerce Park Drive, Suite 114, Marietta, Georgia. Tickets may be paid with a personal check, money order, or cash. Debit cards and credit cards can be used at the main office location only. Credit card purchases may be made by telephone or online at [www.cobbcounty.org](http://www.cobbcounty.org). (Use the e-gov icon on the left side of the screen.) Tickets are also available by mail. There is a no refund policy on all purchases. CCT cannot replace tickets lost in the mail or stolen. Tickets should be kept in a safe place. Call CCT at (770) 428-1218 or TDD (770) 419-9183 to purchase tickets or request an order form. Operators do not handle the purchase of passes and tickets.

A personal care attendant may ride at no charge. The original application must state that a personal care attendant is needed. One companion may travel with the passenger. Additional traveling companions may ride on a space available basis and must pay the applicable adult or the passenger fare.

Transfers to the local fixed route are free upon request when boarding. If transferring from an express bus where a passenger uses an express round trip ticket, an additional \$1.00 fee is collected to complete the \$5.00 fare for round trip. If a passenger transfers from a fixed route trip an additional \$1.25 is collected to complete the \$2.50 fare.

## ***What about Visitors with Disabilities?***

Visitors to Cobb County, who are functionally disabled, will be given "presumptive eligibility" and can ride for up to 21 days each year without being certified by CCT. Fare structures are \$ 2.50 for adults and \$1.50 for passengers. Visitors must provide proof of disability when boarding the vehicle by supplying an ADA identification card from other transit systems.

CCT's ADA eligibility card will be recognized throughout the country and passengers may use it to ride paratransit service wherever it is applicable and available. Check with the transit system for the exact rules and regulations for scheduling a trip.

If plans require a passenger to travel in the MARTA service area from Cobb County, the passenger must make a reservation with CCT Paratransit and with MARTA. The MARTA reservation number is (404) 848-5826.

## ***How Do I Board The Vehicle With A Mobility Aid?***

### **Lift Requirements**

A vehicle lift can accommodate 600 pounds or less. Any passenger may use the lift at any designated stop. Operators are instructed to deploy a lift, at the request of the passenger, to board or exit the vehicle. A “common” wheelchair type, as defined by the ADA regulations, does not exceed 30 inches in width and 48 inches in length when measured two inches above the ground. CCT may refuse to board a passenger on the lift if they do not conform to the weight standard or wheelchair standard.

For passenger safety and comfort while traveling on CCT, the following procedures are required:

- For safety purposes, it is preferred to back the wheelchair onto the hydraulic lift. Forward boarding is allowed.
- Lock brakes, if applicable, while on the lift.
- Turn off electric power on wheelchair. The operator will instruct the passenger when to reengage the power.
- Wait for the operator’s assistance and follow instructions when entering or exiting the vehicle.
- CCT cannot transport passengers with inoperative mobility devices.

All wheelchairs and scooters must be secured. Any passenger refusing for their wheelchair or scooter to be secured will not be allowed transportation. Failure for CCT to provide securements devices will not disrupt the trip.

### ***May I Transport Packages?***

Packages are allowed on the vehicle. The number of packages allowed is only what a passenger (or the passenger’s PCA, escort, companion, or child) can handle while boarding the vehicle in one trip. Operators are not allowed to assist with packages with the exception of a wheelchair passenger’s packages.

### ***May I Transport Animals?***

Service animals are allowed in all CCT vehicles and facilities. A service animal is defined by ADA as any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items. Please describe to the operator/employee what physical **function or task** the service animal will be providing. For safety reasons, operators are not permitted to handle service animals. A passenger may board a vehicle at any time with a service animal with no prior arrangements. Pets are not allowed in any CCT vehicle or facility.

## ***What Is My Responsibility When Riding CCT Paratransit Service?***

The following rules are provided to ensure the safety and comfort of all CCT passengers:

- No eating, drinking or smoking in a CCT vehicle.
- No riding under the influence of alcohol and/or intoxicating drugs in a CCT vehicle.
- No operating or tampering with any equipment while in the vehicle. This rule includes operating the hydraulic lift and attempting to remove wheelchair tiedowns.
- Use earphones with radios and tape players.
- Fold strollers.

## ***What Are The Operator's Responsibilities?***

Operators are expected to obey the same rules as passengers. The following rules also apply:

- Operators may assist passengers when boarding or exiting the vehicle.
- Operators may assist from the curb of the passenger's destination or point of origin.
- Operators are not allowed to assist with packages with the exception of a wheelchair passenger's packages.
- The driver shall assist in pushing a manual wheelchair up the ramp or onto the lift of the bus.
- Operators are not allowed to accept tips or gratuities, or act in any manner that would suggest that tipping is appropriate. This includes special occasions such as birthdays and/or holidays.
- Operators are not allowed to talk with passengers or engage in any other distracting activity (i.e. using a cell phone or electronic audio and/or video device) while operating a vehicle.

## ***How Can I Make Suggestions, Inquiries, Complaints or Commendations?***

CCT seeks to provide the citizens of Cobb County with safe, reliable and efficient transportation. We look forward to working with the passenger to provide the best service possible. If the passenger has any suggestions, questions, complaints or commendations, please call Customer Service at (770) 427-4444, TDD (770) 419-9183 or write CCT at the following address:

Cobb Community Transit  
Customer Service Department  
463 Commerce Park Drive  
Suite 114  
Marietta, GA 30060-2737  
Email: [darlene.jewel@cobbcounty.org](mailto:darlene.jewel@cobbcounty.org)

Specific details help CCT thoroughly address the passenger's comments. Please include the following information when calling or writing:

- Name, address and telephone number.
- Date and time of experience.
- Vehicle number and/or operator's name.
- Employee's name, if concerning telephone reservation.
- Explanation of the occurrence or suggestions.

If the passenger's complaint is not satisfactory addressed, please contact [trevor.carson@cobbcounty.org](mailto:trevor.carson@cobbcounty.org) or (770) 528-3690.

### ***What If I Realize I Have Lost Something On The Vehicle?***

Any article left on a vehicle will be turned into the CCT lost and found department at the Customer Service office. Articles will be held for 30 days. To claim a lost article call Customer Service (770) 427-4444, or TDD (770) 419-9183. Passengers must come to CCT to recover lost items.

### ***What About ADA Compliance?***

Regarding ADA compliance, we wish to meet every customer at his/her point of need, so we welcome the passenger's suggestions, comments, feedback, and any concerns. Please help us improve our service to the passenger by communicating with the ADA Coordinator at:

Property Management Department  
57 Waddell Street  
Marietta, Georgia 30090-1964  
Voice: (770) 528-2655  
TDD: (770) 528-1103  
Email: [adacoordinator@cobbcounty.org](mailto:adacoordinator@cobbcounty.org)

Or the Transit Monitor at:

Cobb Community Transit  
463 Commerce Park Drive, Suite 112  
Marietta, Georgia 30060-2737  
Voice: (770) 528-3690  
TDD: (770) 419-9183  
Email: [trevor.carson@cobbcounty.org](mailto:trevor.carson@cobbcounty.org)